

CONTRACTOR PERFORMANCE EVALUATION

Offeror's Name _____ Example No. _____
 Delivery Order/Contractor No. _____ Project No. _____
 Prime Contractor _____ Functional Area _____
 Subcontractor(s) _____
 Dates of Performance: Starting Date _____ Ending Date _____
 [Text Removed] Total Est. \$ Amount _____

**Rating: (0) Unsatisfactory; (2) Marginal Satisfactory; (4) Satisfactory; (6) Exceeds Expectations;
 N/A. Not Applicable**

Please provide your opinion by rating the following:

Quality of Product/Service

- | | |
|--|---------------------------------------|
| 1. Effectiveness in identifying user requirements | 0.____ 2.____ 4.____ 6.____ |
| 2. Effectiveness in accomplishing performance metrics | 0.____ 2.____ 4.____ 6.____ N/A. ____ |
| 3. Identified risk factors and alternatives for alleviating risk | 0.____ 2.____ 4.____ 6.____ N/A. ____ |
| 4. Effective logistics support (hardware, software, personnel) | 0.____ 2.____ 4.____ 6.____ |
| 5. Quality & completeness of deliverables and documentation | 0.____ 2.____ 4.____ 6.____ |
| 6. Technical qualifications of contractor personnel | 0.____ 2.____ 4.____ 6.____ |
| 7. Technical qualifications of subcontractor personnel | 0.____ 2.____ 4.____ 6.____ N/A. ____ |

Cost Control

- | | |
|---|-----------------------------|
| 8. Accurately estimated and controlled costs to complete work | 0.____ 2.____ 4.____ 6.____ |
| 9. Timely, current, accurate & complete invoices | 0.____ 2.____ 4.____ 6.____ |

Timeliness of Performance

- | | |
|--|-----------------------------|
| 10. Adherence to delivery schedule (major tasks, milestones) | 0.____ 2.____ 4.____ 6.____ |
| 11. Provided timely technical assistance, on-site & off-site | 0.____ 2.____ 4.____ 6.____ |
| 12. Timely, current & complete reporting, tracking & documentation | 0.____ 2.____ 4.____ 6.____ |

Business Relations & Customer Satisfaction

- | | |
|--|---------------------------------------|
| 13. Effectively managed, coordinated & integrated subcontractors | 0.____ 2.____ 4.____ 6.____ N/A. ____ |
| 14. Effectively communicated with Government management & staff | 0.____ 2.____ 4.____ 6.____ |
| 15. Contractor personnel (professional, cooperative & flexible) | 0.____ 2.____ 4.____ 6.____ |
| 16. Subcontractor personnel (professional, cooperative & flexible) | 0.____ 2.____ 4.____ 6.____ N/A. ____ |
| 17. Overall Satisfaction with Prime Contractor | 0.____ 2.____ 4.____ 6.____ |
| 18. Overall Satisfaction with Subcontractor(s) | 0.____ 2.____ 4.____ 6.____ N/A. ____ |

Comments: (Please use additional page if necessary)

In your opinion, should GSA use this contractor again on future delivery orders? Yes _____ No _____

Rater's Name: _____ Date: _____ Organization: _____

Title: _____

Phone Number: _____ Fax Number: _____ Email Address: _____

CONTRACTOR PERFORMANCE EVALUATION**Section J, Attachment J- 6****PAST PERFORMANCE FORM LETTER EXAMPLE**

Millennia Lite Solicitation, 7TS-99-0008

CLIENT AUTHORIZATION LETTER: FORMAT

[Date of Letter]

[Name and Address of Client - proposed offeror's customer]

Attention: *[Name and Designation of Customer's Contract Manager or Appropriate Contact]*

Dear *[Contact Name]*:

We are currently responding to the General Services Administration's (GSA) Federal Technology Service (FTS), Office of Information Technology Integration (OITI), Solution Development Center (SDC) Request for Proposal (RFP) No. 7TS-99-0008. The SDC is procuring information technology. The OITI requests that clients of entities responding to their solicitation be identified and their participation in the evaluation process be requested. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries. Your cooperation with this effort is greatly appreciated. Please direct any questions to *[Name and Phone Number of Offeror's Point-of-Contact]*.

We have included our work for *[firm or agency's name]* as a past performance reference. A Past Performance Questionnaire is enclosed. Please complete the enclosed evaluation and return the signed, completed document to:

GSA/FTS/Solutions Development Center
819 Taylor Street, Room 11A30
Fort Worth, TX 76102
Attn: Ms. Kathy Garrett, Contracting Officer

Please forward the completed evaluation to GSA SDC to ensure they receive it before 4:00 p.m. Central Standard Time on (insert date for receipt of offers.)

In order to maintain the integrity of this process, please DO NOT return the questionnaire to us. Return it to the SDC address listed above. We request that you forward the completed questionnaire in an envelope with your logo or stamped return address on it directly to the address above.

Sincerely,

[Signature]

[Name of Signer]

[Designation of Signer]

cc: Ms. Kathy Garrett, Contracting Officer, GSA FTS, SDC

ATTACHMENT J-6

CONTRACTOR PERFORMANCE EVALUATION

Exceeds Expectations (6)

The contractor has demonstrated an exceptional performance level in any of the below categories that justifies adding **two points** to the score. This rating will be used only in those circumstances when contractor performance meets the following:

There are no quality problems. There are no cost issues.

There are no delays.

Responses to inquiries, technical, service, and administrative issues are effective and responsive.

Satisfactory (4)

Nonconformances do not impact achievement of contract requirements.

Cost issues do not impact achievement of contract requirements.

Delays do not impact achievement of contract requirements.

Response to inquiries, technical, service, and administrative issues is usually effective and responsive.

Marginal (2)

Nonconformances require minor Agency resources to ensure achievement of contract requirements.

Cost issues require minor Agency resources to ensure achievement of contract requirements.

Delays require minor Agency resources to ensure achievement of contract requirements.

Response to inquiries, technical, service, and administrative issues is somewhat effective and responsive.

Unsatisfactory (0)

Nonconformances are compromising the achievement of contract requirements.

Cost issues are compromising performance of contract requirements.

Delays are compromising the achievement of contract requirements.

Response to inquiries, technical, service, and administrative issues is not effective and responsive.